

What is Claimed is:

1. A method for facilitating a relocation comprising the steps of:

providing a relocation database having stored performance data for a plurality of relocation service providers, said stored performance data including cost and quality,

receiving user data from a user including at least one selected service and user preferences for each said selected service, and

10 providing at least one service provider initial recommendation to said user for each said selected service, each said initial recommendation designating a service provider and including an estimated cost for said service provider and an estimated probability of said service provider successfully fulfilling said user preferences.

2. The method of Claim 1 further comprising the steps of:

receiving modified user preferences in response to said initial recommendation from said user, and

5 providing at least one service provider final recommendation to said user for each said selected service, each said final recommendation designating a service provider and including an estimated cost for said service provider and an estimated probability of said service provider successfully fulfilling said user preferences.

10 3. The method of Claim 2 further comprising the steps of:

CONFIDENTIAL - ATTORNEY'S EYES ONLY

receiving service provider new performance data from said user after completion of each said selected
5 service,

combining said new performance data with said stored performance data to refine said stored performance data and to reduce dispersion of said stored performance data.

4. The method of Claim 3 further comprising the step of providing rewards to said user in response to receiving said new performance data.

5. The method of Claim 1 wherein said estimated probability is the product of a probability of writing a contract with one said service provider and a probability of executing said contract.

6. The method of Claim 5 wherein:

said stored performance data includes quoted performance data and actual performance data for each said service provider,

5 said probability of writing a contract for a selected service is the probability that said quoted performance data for at least one said service provider fulfills each of said user preferences for said selected service, and

10 said probability of executing said contract is the probability that a said service provider having quoted performance data that fulfills each of said user preferences for said selected service will fulfill each of said user preferences for said selected service.

7. The method of Claim 1 wherein said selected service is selected from a group of services including home selling assistance, home buying assistance, home mortgage assistance, personal property shipping

5 assistance, temporary living assistance, and hookup and disconnect services.

8. The method of Claim 1 wherein said step of providing at least one service provider initial recommendation includes the substeps of:

5 comparing said user preferences to said stored performance data for each service provider for each said selected service, and

10 selecting at least one said service provider with stored performance data that most closely fulfills said user preferences at the lowest said cost and highest said quality for each said selected service.

9. A method for facilitating a relocation comprising the steps of:

5 providing a relocation database having stored performance data for a plurality of relocation service providers, said stored performance data including quoted performance data and actual performance data for each said service provider

10 receiving user data from a user including at least one selected service and user preferences for each said selected service, said selected service being selected from a group of services including home selling assistance, home buying assistance, home mortgage assistance, personal property shipping assistance, temporary living assistance, and hookup and disconnect services,

15 providing at least one service provider initial recommendation to said user for each said selected service including comparing said user preferences to said stored performance data for each service provider for each said selected service and selecting as a selected service provider at least one said service provider with

PCT/US2014/044226

25 stored performance data that most closely fulfills said user preferences at the lowest said cost and highest said quality for each said selected service, each said initial recommendation designating said selected service provider and including an estimated cost for said selected service provider and an estimated probability of said selected service provider successfully fulfilling said user preferences, said estimated probability being the product
30 of a probability of writing a contract with one said service provider and a probability of executing said contract, said probability of writing a contract for a selected service being the probability that said quoted performance data for at least one said service provider
35 fulfills each of said user preferences for said selected service, said probability of executing said contract being the probability that a said service provider having quoted performance data that fulfills each of said user preferences for said selected service will fulfill each
40 of said user preferences for said selected service,
receiving modified user preferences in response to said initial recommendation from said user, and
providing at least one service provider final recommendation to said user for each said selected service, each said final recommendation designating a service provider and including an estimated cost for said service provider and an estimated probability of said service provider successfully fulfilling said user
45 preferences,
50 receiving service provider new performance data from said user after completion of each said selected service,
combining said new performance data with said stored performance data to refine said stored performance

55 data and to reduce dispersion of said stored performance data, and

providing rewards to said user in response to receiving said new performance data.

10. Apparatus for facilitating relocation comprising:

a data storage device with a database having stored performance data for a plurality of relocation

5 service providers,

an input device,

an output device, and

a processor connected to said data storage device, said input device and said output device, and

10 operable to receive at least one selected service and user preferences for said selected service from said input device, said processor being operable to access said stored performance data to match said stored performance data to said user preferences and calculate a

15 service provider recommendation therefrom, and said processor being operable to calculate a probability of success of provision of said selected service and to transmit said service provider recommendation and said probability to said output device.

11. The apparatus as set forth in Claim 10 wherein said stored performance data includes quoted performance data and actual performance data for said service providers.

12. The apparatus as set forth in Claim 11 wherein said processor is operable to calculate said probability of success as the product of a probability of writing a contract and a probability of executing said

5 contract.

C92244-002 E5214-002

13. The apparatus as set forth in Claim 12
wherein:

said probability of writing a contract is the
probability that said quoted performance data for at
5 least one said service provider fulfills each of said
user preferences for said selected service, and

said probability of executing said contract is
the probability that a said service provider having
quoted performance data that fulfills each of said user
10 preferences for said selected service will fulfill each
of said user preferences for said selected service.

14. The apparatus as set forth in Claim 11
wherein said processor is operable to receive new
performance data for said service providers from said
input device and to combine said new performance data
5 with said actual performance data to refine said actual
performance data and to reduce dispersion.

15. The apparatus as set forth in Claim 11
wherein said processor is operable to match said quoted
performance data to said user preferences and select, as
said service provider recommendation, at least one said
5 service provider with quoted performance data that most
closely fulfills said user preferences at the lowest cost
and highest quality for each said selected service.

16. Apparatus for facilitating relocation
comprising:

a data storage device with a database having
stored performance data for a plurality of relocation
5 service providers, said stored performance data including
quoted performance data and actual performance data for
said service providers,

an input device,
an output device, and

2025 RELEASE UNDER E.O. 14176

10 a processor connected to said data storage device, said input device and said output device, and operable to receive at least one selected service and user preferences for said selected service from said input device, said processor being operable to access
15 said stored performance data to match said stored performance data to said user preferences and calculate a service provider recommendation therefrom,
 said processor being operable to match said quoted performance data to said user preferences and to
20 select, as said service provider recommendation, at least one said service provider with quoted performance data that most closely fulfills said user preferences at the lowest cost and highest quality for each said selected service,
25 said processor being operable to calculate a probability of success of provision of said selected service with said probability of success being the product of a probability of writing a contract and a probability of executing said contract,
30 said probability of writing a contract being the probability that said quoted performance data for at least one said service provider fulfills each of said user preferences for said selected service, and
 said probability of executing said contract
35 being the probability that a said service provider having quoted performance data that fulfills each of said user preferences for said selected service will fulfill each of said user preferences for said selected service,
 said processor being operable to transmit said service provider recommendation and said probability to said output device, and

said processor being operable to receive new performance data for said service providers from said input device and to combine said new performance data with said actual performance data to refine said actual performance data and to reduce dispersion.